

DEC. 12. 2006 5:03PM TOLER SCHAFFER

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NO. 926 P. 4

DEC 12 2006

Attorney Docket No.: 1033-LB1031

Claim Amendments:

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Currently Amended) A network based voice activated auto-attendant system comprising:
  - a voice activated auto-attendant service provider network including an enterprise voice directory, a database of voice directory grammars, and a media gateway having a telephony interface and a data interface; and
  - a data connector to receive data from a remote enterprise information system via a public network and to convert the data from an enterprise data format to a common data format suitable for constructing a voice directory. the data connector to process the received data to construct grammars from the data in the common data format for use by the enterprise voice directory and the database of voice directory grammars.
2. (Original) The system of claim 1, wherein the data interface of the media gateway is a voice over internet protocol (VoIP) interface.
3. (Original) The system of claim 1, wherein a firewall is disposed between the data connector and the remote enterprise information system.
4. (Original) The system of claim 1, wherein the voice activated auto-attendant service provider network further comprises a voice search engine and a session manager, the voice search engine being responsive to the directory of voice grammars and the session manager being responsive to the enterprise voice directory.
5. (Original) The system of claim 4, wherein the voice activated auto-attendant service provider network further comprises a voice browser that is responsive to the session manager and responsive to the voice search engine.

DEC. 12. 2006 5:03PM

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NO. 926 P. 5

DEC 12 2006

Attorney Docket No.: 1033-LB1031

6. (Original) The system of claim 5, wherein the voice browser is a voiceXML browser.

7. (Original) The system of claim 4, wherein the voice search engine is responsive to dynamically generated voice grammars provided by a dialog engine coupled to the enterprise voice directory.

8. (Original) The system of claim 1, wherein the voice activated auto-attendant service provider network further comprises an outgoing call agent in communication with the media gateway.

9. (Original) The system of claim 1, wherein the media gateway is coupled to a public switched telephone network (PSTN).

10. (Original) The system of claim 1, wherein the voice activated auto-attendant service provider network includes a data processor coupled to the enterprise voice directory and coupled to the data connector.

11. (Original) The system of claim 1, wherein a second data connector is coupled to the remote enterprise information system and wherein the second data connector is remotely located with respect to the data connector.

12. (Original) The system of claim 11, wherein the second data connector is coupled to the enterprise information system via a virtual private network connection.

13. (Original) The system of claim 12, further comprising a secured website, the secured website coupled to the data connector via a firewall, the secured website also coupled to the world wide web.

14-30. (Canceled)

31. (Previously Presented) The system of claim 1, wherein a second data connector is coupled to the remote enterprise information system and wherein the second data connector is selected based on the type of data in an enterprise information data source that is included in the remote enterprise information system, wherein the second data connector is used to convert data to a format compatible with the voice activated auto-attendant service provider network.

32. (Previously Presented) The system of claim 1, wherein the data connector receives data in XML format to be subsequently parsed to construct the enterprise voice directory.

33. (Previously Presented) The system of claim 1, wherein the enterprise voice directory includes a record with a type field, a directory ID field, a name field, and a location field.

34. (Previously Presented) The system of claim 7, wherein one of the dynamically generated voice grammars contains a name of a person in a group to which the person belongs.

35. (Currently Amended) A system comprising:  
a gateway responsive to a public telephone network;  
a data connector responsive to a public network to receive data from remote enterprise information systems, to convert the data from an enterprise data format to a common data format, and to dynamically construct grammars from the received data of the common data format; and  
an enterprise voice service platform to store the dynamically constructed grammars from a first remote enterprise information system in a first directory and from a second remote enterprise system in a second directory, the enterprise voice service platform to provide a first voice service to a first set of incoming calls based on the first directory and a second voice service to a second set of incoming calls based on the second directory.

36. (Previously Presented) The system of claim 35, wherein the data connector is adapted to receive updated data from the remote enterprise information systems and to dynamically update the dynamically constructed grammars based on the received updated data.

DEC. 12. 2006 5:04PM

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NO. 926 P. 7

DEC 12 2006 Attorney Docket No.: 1033-LB1031

37. (Currently Amended) A system comprising:

a data connector responsive to one or more remote enterprise information systems to receive data via a public network and to process the received data, the data connector to convert the received data from an enterprise data format to a common data format, the data connector to construct grammars from the received data in the common data format to produce an enterprise voice directory for each of the one or more remote enterprise information systems; and

a voice activated auto-attendant to host the enterprise voice directory of each of the one or more remote enterprise information systems, the voice activated auto-attendant to receive an incoming telephone call directed to a called number and to process the telephone call using the enterprise voice directory associated with the called number.